

CODE: 1602
FLSA: NON-EXEMPT
GRADE: 9

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE ASSISTANT II
PARKS AND RECREATION DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of moderate to complex administrative and financial functions in support of the operations of the Parks and Recreation Department. Work involves supporting the Director of Parks and Recreation in a constantly changing landscape of duties and responsibilities; assisting citizens and others in responding to inquiries and problem resolution; maintaining all the department's class registrations and handling responsibility for all the revenue generated by the registrations to include multiple daily reports to the Finance Department; processing purchase orders; and maintaining database of all invoices sent for payment for all Parks and Recreation personnel. Reports to the Director of Parks and Recreation.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Communicates with the public both in person and on the telephone.

Enters registrations.

Handles large amount of money and credit cards.

Orders supplies as needed for the center's operations; monitors inventory.

Performs office management duties in conjunction with the Director of Parks and Recreation; exercises independent judgment; performs advanced secretarial skills to a wide range of work situations often involving sensitive and confidential information.

Responds to citizens and others telephone calls, in person, emails, and correspondence of various complaints, inquiries; resolves issues where possible and/or referral of services and functions; advises citizens of various Community Center policies and procedures.

Maintains department's registration and financial household accounts; monitors and processes other administrative reports.

Prepares letters, and time lines that sometimes require considerable research and discretion to internal and external entities.

Prepares daily financial records regarding registration to the Finance Department.

Analyzes, calculates, and prepares billing to include citizens regarding class registrations.

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Receives and/or reviews various records and reports such as letters, memorandums, and agendas prepared by Director and staff; and complaints from citizens and others.

Prepares and/or processes various records and reports such as letters and memorandums, service contracts, and filing system.

Refers to policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as fax machine, copy machine, typewriter, calculator, radio, telephone, microfiche recorder and printer, computer, printer, etc.

Uses a variety of tools such as binding machine, stapler, electric stapler, hole puncher, etc.; a variety of supplies such as paper, writing instruments, binders, file folders and labels, notebook, general office supplies, etc.; and a variety of computer software such as Microsoft Outlook, Microsoft Word, Microsoft Access, Microsoft Excel, Foreman, etc.

Interacts and communicates with various groups and individuals such as the Director of Parks and Recreation, Mayor and Council, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs general administrative / office work as required, including attending meetings, preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, greeting and assisting office visitors, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with three to four years of secretarial or related experience; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of types of office equipment and machines including a typewriter, calculator, radio, copier, telephone, receipt machine, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves sedentary work which requires sitting most of the time, but may involve walking, standing, fingering, feeling, reaching, and handling for brief periods of time.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

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Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor. Includes the giving of instructions and work assignments to subordinate personnel.

Language Ability: Requires the ability to read a variety of documents, reports, etc. Requires the ability to prepare letters, annual reports, monthly reports, requisitions, schedules, forms, etc., using the proper format, punctuation, spelling, and grammar. Requires the ability to communicate with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems such as secretarial science in order to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including recreational, accounting, and other terminology.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, and to determine time. Must be able to use practical applications of fractions, percentages, ratio, and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing office equipment and machines.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Parks and Recreation Department as they pertain to the performance of duties of the Administrative Assistant II. Has thorough knowledge of the policies, procedures, methods, and activities of the department. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the department and of related departments and agencies. Is able to

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comprehend, interpret, and apply regulations, procedures, and related information. Has excellent secretarial, clerical, organizational, and interpersonal skills. Has knowledge of modern office practices and equipment. Has knowledge of proper English usage, vocabulary, punctuation, and spelling; has knowledge of basic mathematics. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to perform job duties effectively despite frequent interruptions; is able to balance multiple tasks. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Has knowledge of the occupational hazards and safety precautions of the industry. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all Town departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the Town.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, Town policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

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Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.